



Waste Management Monthly Report to the City of Texarkana, TX

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Collection Services



Waste Management is proud to be the chosen service provider for the City of Texarkana. Currently, WM provides once a week residential refuse, recycling and yard waste collections. We look forward to continuing to work with the city.

In the tables below, residential materials collected are separated by type and measured in tons collected per month.

Materials Sent to Landfill (in tons)														
Service	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Trash	884	724	775	851	0	0	0	0	0	0	0	0	3,234	809
Materials Diverted from Landfill (in tons)														
Service	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Recycling	129	104	109	124	0	0	0	0	0	0	0	0	466	117
Residential Yard Waste	128	116	180	138	0	0	0	0	0	0	0	0	562	141
Total	257	220	289	262	0	0	0	0	0	0	0	0	1,028	257
Total Materials Collected (in tons)														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Total	1,141	944	1,064	1,113	0	0	0	0	0	0	0	0	4,262	1,066
Diversion Rate														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Diversion Rate	23%	23%	27%	24%	-	-	-	-	-	-	-	-	24%	24%

What It Means To Think Green

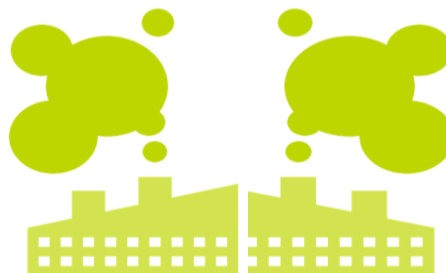
Resources Diverted from Landfill (In Tons) **														
Material	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Newspaper	103	83	87	99	0	0	0	0	0	0	0	0	373	93
Aluminum	3	2	2	2	0	0	0	0	0	0	0	0	9	2
Plastic - Mixed	19	16	16	19	0	0	0	0	0	0	0	0	70	17
Tin	4	3	3	4	0	0	0	0	0	0	0	0	14	3
Total	129	104	109	124	0	0	0	0	0	0	0	0	466	117
Yard Waste	128	116	180	138	0	0	0	0	0	0	0	0	562	141
Grand Total	257	220	289	262	0	0	0	0	0	0	0	0	1,028	257

***Based on aggregate data from Materials Recovery Facility*

The City of Texarkana has diverted **1,028 tons** from the landfill, equivalent to...



conserving
169,150 gallons of gasoline



greenhouse gas emissions reduction of
1,503 metric tons of CO2 equivalent



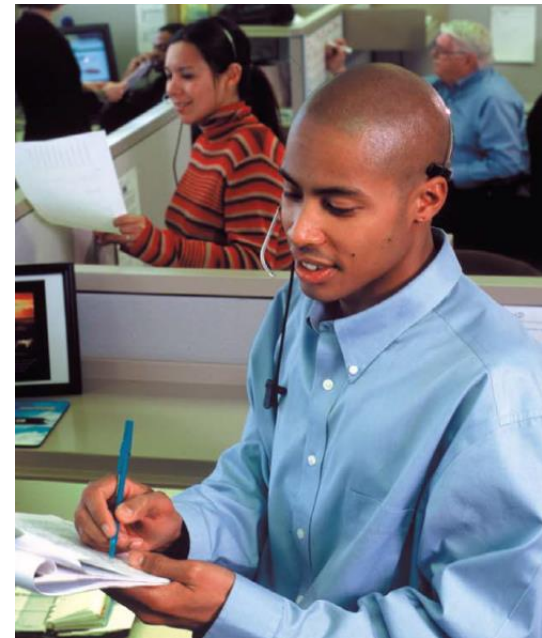
removing the annual emissions from
319 cars off the road

Customer Service Summary

At Waste Management, we provide **Customer Service** solutions online and by phone. Our Customer Service team is here to support you as we strive to offer a **quality experience** for our **customers**. Our highly qualified team helps make it easy for our customers to get the **most value** out of their waste and recycling services.

Waste Management has provided service to over 10,744 homes in Texarkana over 139,565 times a month.

99.93% Service Success Rate
on average for 2019



Customer Service Summary														
Nature of Issue	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Missed Pick-Ups	81	74	73	111	0	0	0	0	0	0	0	0	339	85
Container Issues	4	4	6	1	0	0	0	0	0	0	0	0	15	4
Property Damage	1	0	1	3	0	0	0	0	0	0	0	0	5	2
Other	3	1	4	0	0	0	0	0	0	0	0	0	8	3
Total	89	79	84	115	0	0	0	0	0	0	0	0	367	92
Service Success Rate	99.9%	99.9%	99.9%	99.9%	-	-	-	-	-	-	-	-	99.9%	99.9%

RECYCLING NEWS BULLETIN

Volume VII
Q2 2019



Successfully Adjusting to the Recycling New Norm

Thank you for your contributions!

The recycling industry continues to experience depressed market pricing with increased focus on improving the quality of materials. We are so pleased to report that our municipal customers, confronted with difficult decisions about their recycling programs, are finding ways to maintain and support recycling despite the challenging economics, *because their residents still want to recycle and do the right thing for the environment*. The best news - communities across the country have embraced the need for change and are actively working with Waste Management and other industry leaders to reduce contamination. We applaud everyone's efforts.

Since 2014, communities have been focused on what they can do proactively to weather the volatile recycling markets by reducing contamination first, thereby cutting costs, rather than cutting back on their recycling programs. Contrary to all the negative news, communities and service providers are working together to keep recycling economically and environmentally sustainable. There have been positive impacts across the industry, and we are confident there are many more to come.



Municipalities across the country have embraced the importance of recycling education to ensure that residents recycle right and understand the ramifications of their actions when they don't. We will continue to enhance our [Recycle Often. Recycle Right.com](#) website that provides proven educational tips and open source tools to help consumers recycle the right materials. Leveraging research and experience, we continue to add new tools and evolve them to meet the needs of businesses, municipalities, schools, and residents. If you need and do not see a specific resource, contact your local service representative. We are here to help you and be your recycling education partner in the battle against contamination.



The good news is that recycling education is working! We are seeing a slow, but consistent trend in contamination reduction in inbound material streams in our MRFs. Municipalities continue to amplify the recycling education message through their channels and contamination reduction efforts. Waste Management's recycling team continues to move materials to viable end-markets, not landfilling recyclables, even while the processing and movement of these materials come at higher costs. Together, we are making positive impacts.



Waste Management remains committed to supporting and growing the recycling industry. We are proud to share the investments we've made, and will continue to make, because recycling is one of our core business values. Our recycling investments include:

- \$110 million in recycling infrastructure in 2018, including facility investments, recycling collection vehicles, and collection carts. We expect to invest over \$100M in both 2019 and 2020.
- We are building a new MRF of the Future in Chicago, which will deploy the latest recycling technology. Plus we've announced the building of three additional new MRFs to begin construction in 2019.
- We are investing in optical sorters to separate and extract additional plastics and are continually adopting new technology, including robotics, to ensure the future growth of the recycling industry.
- Multiple investments in the U.S. paper recycling infrastructure are expected to come online in the next one to two years which will also provide additional domestic market capacity.



Of Waste Management's more than 5,000 municipal contract customers, only a few have chosen to pause or stop their recycling programs. We are committed to work with every customer to find a way to continue their recycling programs as experts forecast an eventual return and stabilization to the recycling markets.

So contrary to what you may be hearing about recycling, we at Waste Management remain resilient and optimistic that recycling will continue to be economically and environmentally sustainable for decades to come.

[Recycle Often. Recycle Right.®](#)

[WasteDive](#)

[Waste360](#)

[Resource Recycling](#)

[Waste Today](#)